

99-0074:3



September 22, 1999

Mr. David Waddell  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Dear Mr. Waddell:

Please accept this letter as our formal application to secure an *N11* number to be used as the primary, non-emergency information and referral service for the Greater Knoxville local calling area.

United Way of Greater Knoxville has made a financial commitment to maintain and operate the number *211* as an easy access telephone information help-line. We are specifically requesting *211* because this is the number being used by cities in Georgia, Texas, and Connecticut to provide the same community service.

Funding has already been appropriated to satisfy start-up costs, a volunteer governing board is in place, and plans to market the program to the community have been drafted. We are ready to establish a date to open the service and begin connecting callers with agencies and organizations that can improve, and in some cases transform, the lives of thousands of East Tennessee residents.

Thank you for the time and consideration you will give our request. We will await your decision and we welcome your advice and comments.

Sincerely,

A handwritten signature in black ink that reads "Ben Landers". The signature is written in a cursive, flowing style.

Ben Landers  
President

BL/kj

cc: Larry B. Martin, Chairman of the Board  
United Way of Greater Knoxville

**FILE**